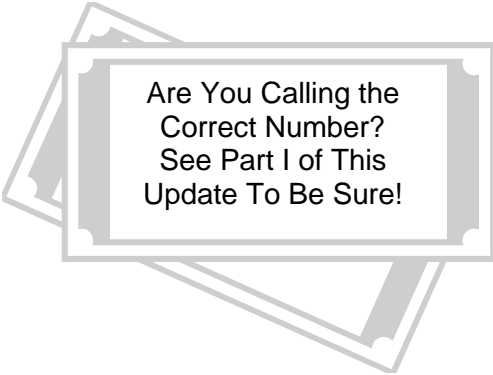


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Are You Calling the
Correct Number?
See Part I of This
Update To Be Sure!

PART I: General Updates

Key State Fund Addresses and Phone Numbers

Mail the following documents to the address listed below the document type.

Report of Industrial Injury or Occupational Disease:

Department of Labor and Industries
PO BOX 44299
Olympia WA 98504-4299

Correspondence for State Fund claims:

Department of Labor and Industries
PO BOX 44291
Olympia WA 98504-4291

State Fund provider account information updates:

Department of Labor and Industries
Provider Accounts
PO BOX 44261
Olympia WA 98504-4261

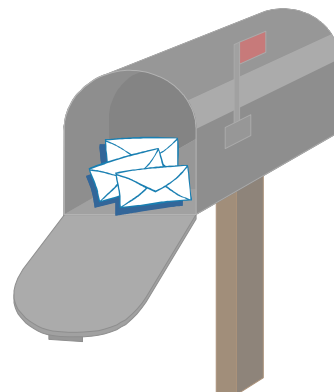
Provider bills for the State Fund by type:

UB-92 Department of Labor and Industries
PO BOX 44266
Olympia WA 98504-4266

Adjustments, PO BOX 44267
Home Nursing & Olympia WA 98504-4267
Miscellaneous

Pharmacy PO BOX 44268
Olympia WA 98504-4268

HCFA 1500 PO BOX 44269
Olympia WA 98504-4269

**State Fund refunds (Attach a copy of the remittance advice):**

Department of Labor and Industries
Cashier's Office
PO BOX 44835
Olympia WA 98504-4835

Correspondence and billing for the Crime Victims' Program:

Department of Labor and Industries
Crime Victims' Division
PO BOX 44520
Olympia WA 98504-4520

Publications

To obtain a copy of the following, call the phone numbers provided:

"Attending Doctors' Handbook": 360-902-5026

"A Guide to the Workers' Compensation System for
Chiropractic Physicians" 360-902-5026

"Medical Aid Rules and Fee Schedule" 800-848-0811

Additional Resources

Crime Victims Compensation Program For claims beginning with “V” followed by 6 digits or “VA”, “VB” or “VC” followed by 5 digits	800-762-3716
Easy Access Information Line, 6 a.m. to 7 p.m. weekdays For quick information on whether a State Fund claim has been accepted or rejected; a bill’s status; utilization review activity; or authorization status for procedures, diagnosis, or drugs. Information presented by voice response is current as of the end of business on the last work day	800-831-5227
Electronic Billing Unit for State Fund claims	360-902-6511
Federal Claims, U.S. Department of Labor For claims beginning with “A13” or “A14”	206-553-5508, 206-553-5521, 206-553-5255
Injured Workers’ Concerns	800-547-8367
Inpatient/Outpatient Notification for State Fund claims Olympia	800-541-2894 754-6604
Pharmacy Consultant for State Fund claims If you have questions about the medications being provided, billing issues or other pharmacy concerns.	360-902-5653
Provider Accounts Section for State Fund claims	360-902-6542, 360-902-6543, or 360-902-6545
Provider Toll Free Line for State Fund claims Out of State or from Olympia Staffed 8 a.m. to 5 p.m. weekdays.	800-848-0811 360-902-6500
TENS for State Fund claims	1-800-999-8367

Self Insured Phone Numbers

For claims beginning with “S”, “T” or “W” followed by 6 digits.

To obtain a copy of the Self-Insured Employer
address and phone number list, call 360-902-6860

To speak with a claim adjudicator in the Self
Insurance section:

--Odd numbered claims

360-902-5858

--Even numbered claims

360-902-6889

Contact the claims administrator directly through the injured worker's employer.

Varies by company

Occupational Nurse Consultants (ONCs) for State Fund Claims

Pertains only to State Fund claims. Applicable in all locations.

Occupational Nurse Consultants (ONCs) assist claim managers, workers and their families, physicians, employers, attorneys, and others involved in getting workers back to work following an injury. They can assist you with:



- Discharge planning,
- Placements in special programs (e.g. detoxification, drug and alcohol treatment, pain clinics, and specialty rehabilitation centers),
- Psychiatric care, and
- Any medical/nursing issues in claims.

To speak to an ONC please call:

Local Nurse Consultants

NAME	PHONE	UNIT(S)	COUNTIES
Betzig, Kathy	360-902-5820	W, Y	Okanogan, Chelan, Douglas, Kittitas, Grant, Yakima, Benton, Franklin, Walla Walla, Columbia, Garfield, and Asotin
Howell, Monica	360-902-4520	P, R	Ferry, Stevens, Pend Oreille, Lincoln, Spokane, Adams, and Whitman
Keefe-Hardy, Virginia	360-902-6743	K, L, O	Grays Harbor, Mason, Thurston, Pacific, Wahkiakum, Lewis, Cowlitz, Clark, Skamania, and Klickitat
LaPalm, Lucille	360-902-4293	A, B	King
McCandless, LaVonda	360-902-6690	G, J	Pierce

Local Nurse Consultants Continued

NAME	PHONE	UNIT(S)	COUNTIES
Parr, Loni	360-902-5319	CVC	Crime Victims Compensation
Sainitzer, Barbara	360-902-4411	C, UW	King, Okanogan, Chelan, Douglas, Kittitas, Yakima, and Grant
Schuh, Marianne	360-902-4335	E, F	King
Shuster, Lindsay	360-902-9105	8, 9	Snohomish and Pierce
Sinnett, Annalee	360-902-4322	D, X, 6	Snohomish and San Juan Island
Skeers, Vicki	360-902-6804	3	CRI/Asbestos Claims
Skoropinski, Kim	360-902-6682	M, N	Clallam, Jefferson, Whatcom, Skagit, and Kitsap
Tassoni, Dorothy	360-902-6425	H, Z, O	Logging/Timber, Clark, Cowlitz, Grays Harbor, Klickitat, Lewis, Mason, Pacific, Skamania, Thurston, and Wahkiakum
Patnode, Pat	360-902-5030		Nurse Consultant Manager
Couthran, Marnee	360-902-5013		Secretary

Field Nurse Consultants

NAME	PHONE	REGION	FAX
Hunt, Liana	509-454-3729	Yakima	509-454-3710
McMahon, Marilyn	425-290-1331	Everett	425-290-1399
Ottmar, Liz	509-324-2559	Spokane	509-324-2636
Shifren, Chuck	425-290-1325	Everett	425-290-1399

PART II: Specialty Topics

Chiropractic Consultant and Approved Examiner Program Updates

Pertains to State Fund and Self-Insured claims. Applicable only in Washington State.

By Joanne McDaniel, MA

360-902-6817

This article corrects Provider Bulletin 98-06.

Add to the list of current consultants:

Robert K. Baker, DC
2222 James ST Ste C
Bellingham, WA 98225

360-733-5688



The chiropractic consultants who are also on the Department's Approved Examiner List may perform independent medical examinations and impairment ratings. The complete list follows:

Chiropractic Approved Examiner:

Location:

Austin, Dennis E., D.C.

Tacoma

Ayres, John R., D.C.

Everett

Baarstad, Robert A., D.C.

Tacoma

Bakke, Kenneth S., D.C.

Tacoma

Bartusch, Steven R., D.C.

Spanaway

Bigger, Daniel, D.C.

Sequim

Byam, Dennis D., D.C.

Grandview

Calkin, Dale M., D.C.

Seattle

Cloakey, John M., D.C.

Snohomish

Debban, Byron L., DC

Shelton

Dilday, Dennis E., DC

Everett

Dreessen, Randall G., DC

Lynnwood

Chiropractic Approved Examiner:

Location:

Ehredt, W.T., DC

Silverdale

Fox, Darcy, DC

Seattle

Grannis, Lissa, DC

Tacoma



Henning, Kevin, DC

Hurst, Bruce F., DC

Jacobsmeier, Douglas E., DC

Johnson, Lori, DC

Jones, Allen H., DC

Jones, David W., DC

Jukich, Steven N., DC

King, Lauren J., D.C.

LaMarche, Rick L., DC

Lemmon, David L., DC

Masci, Geoffrey S., DC

McElheran, Laurin J., DC

Milasich, Michael L., DC

Oberg, Gregory A., DC

Peffer, Douglas H., DC

Permen, John B., DC

Quigley, Jr., John R., DC

Rasmussen, Harold H., DC

Renner, Stephen F., DC

Renninger, Thomas L., DC

Roberts, C. Duane, DC

Chiropractic Approved Examiner:

Rogers, Ronald G., DC

Ryan, Steven T., DC

Shotwell, Kenneth B., DC

Spokane

Chelan

Mount Vernon

Mount Vernon

Wenatchee

Spokane

Spokane

Edmonds

Woodinville

Selah

Port Townsend

Bellevue

Tacoma

Richland

Kent

Lynden

Spanaway

Seattle

Spokane

Bellevue

Vancouver

Location:

Ocean Shores

Renton

Seattle



Singer, Norman H., DC	Seahurst
Small, Kevin M., DC	Tacoma
Smith, Robert L., DC	Burien
Stillwell, Kenneth R., DC	Tacoma
Stuart, D. Ian, DC	Everett
Studzinski, Leo G., DC	Seattle
Sutton, Mark F., DC	Olympia
Taggart, Mary K., DC	Seattle
Tanner, Allen B., DC	Renton
Torrence, Jerry Stephen, DC	Bellevue
Tracy, Suzanne L., DC	Tacoma
Trejbala, A. John, DC	Spokane
Walton, Jeremy P., DC	Tacoma
Wenham, Theodore J., DC	Pasco
West, Meed A., DC	Vancouver
White, Leslie B., DC	Seattle
Wilcox, John W., DC	Olympia
Wilcox, Ronald D., DC	Tumwater
Wilson, Michael B., DC	Yakima
Zografos, Gregory C., DC	Lynnwood
Zografos, Peter T., DC	Spokane



The Department's Hearing Aid Replacement Policy

Pertains to State Fund and Self-Insured claims. Applicable in all locations.

By Evonne Peryea

360-902-6828



The department of Labor and Industries does **not** automatically replace hearing aids every three years. Only when a specific technology no longer exists is there a need to replace defective hearing aids with new ones.

Defective hearing aids that can be repaired will **not** be replaced with new hearing aids. Manufacturers have stated that most hearing aids on the market can be fixed/repared. In cases where the injured worker has ear canal changes the hearing aid exterior (new mold) can be replaced. The department will **not** buy a complete new set of hearing aids when only a new ear mold is needed.

When an injured worker's hearing loss gets worse and the hearing aid is no longer effective for the hearing loss, the department requires a new claim be filed. If the new degree of hearing loss was due to continued on-the-job exposure, the claim can be accepted. If the increased loss is **not** due to on-the-job noise exposure the claim will be denied. The department does **not** pay for new hearing aids for: hearing loss resulting from noise exposure that occurs **outside** the workplace, non-work related diseases and conditions, or the natural aging process.

See Provider Bulletin 96-09 and Provider Update 97-03 for further information on the department's policies regarding Hearing Aids.

Post-Acute Brain Injury Rehabilitation

Pertains to State Fund and Self-Insured claims. Applicable in all locations.

By Evonne Peryea

360-902-6828

A special reminder to providers: On page 4 of Provider Bulletin 98-04 "Reimbursement Policy for Post-Acute Brain Injury Rehabilitation Treatment Programs" please note: Follow-up care is included in the cost of the full-day or half-day program. This includes, but is not limited to telephone calls, home visits and therapy assessments.

New Therapy Consultant: Attention Private Therapy and Vocational Service Providers

Pertains to State Fund and Self-Insured Claims. Applicable in all locations.

By Karen Jost, PT

360-902-5622



In March 1998, the Department of Labor and Industries hired Karen Jost, PT as the agency's Therapist Consultant Coordinator (Coordinator).

What Services will the Coordinator Provide?

Contact the coordinator to obtain:

- technical assistance on department policies and procedures related to therapy services,
- copies of the Department's referred format for the Performance Based Physical capacity Evaluation and Summary reports,
- application packets to be approved as a Work Hardening provider,
- technical assistance with job/home/vehicle modifications and ergonomic assessments,
- assistance with questions on therapy billing codes and procedures,
- voluntary quality assurance reviews of your PB-PCE and job modification reports. (Please send a note accompanying the report requesting a voluntary review. For confidentiality reasons, you must block out the client's name and claim number.)
- Approval and ongoing consultation with Work Hardening providers.

Which Rules and Publications Apply to Therapy Providers?

Physical and Occupational Therapists who provide services for the State of Washington Department of Labor and Industries may be subject to a review of their services according to WACs 296-20-010 "General Information", and 296-20-02010, "Review of health services providers." Provider Bulletin 91-07 (8/91) describes the requirements for authorizing and documenting physical therapy services. WACs 296-23-220 and 296-23-230, "Physical therapy rules" and "Occupational therapy rules" also describe these requirements.

Job modification reports do not have a required format. However, the recommendations must be specific to the restrictions imposed by the industrial injury or disease. Provider Bulletin 96-06 (5/96) details the Job Modification and Pre-Job Accommodation policies.

How Can I Reach the Coordinator?

Karen Jost, PT
Therapist Consultant Coordinator
Department of Labor and Industries
PO Box 44323
Olympia, WA 98504-4323

360-902-5622
Fax: (360) 902-5035

Ultram (tramadol): Attention Pharmacists and Prescribers

Pertains only to State Fund claims. Applicable in all locations.

For dates of service on or after October 1, 1998, the State Fund will not pay for Ultram (tramadol) when narcotics (opioids) are denied on a claim. The same rules regarding the use of other opioids will then apply to Ultram (WACs 296-20-030 and 296-20-03003).

This action is based on the department's July 20, 1998 decision to recognize Ultram as an opioid, using the classification of The American Hospital Formulary Service and other standards.

To mitigate the impact of this change on pharmacies and workers, the department will grant a grace period from July 20 to September 30, 1998. During this time, it will pay for Ultram prescriptions for those open claims where narcotics are denied and Ultram is prescribed or refilled.

If you have any questions about this change, please contact:

Tom Davis at (360) 902-6687, or e-mail DATO235@LNI.WA.GOV

OR

Cathy Williams, Pharmacy Consultant, at (360) 902-5653, or e-mail WILW235@LNI.WA.GOV

Vocational Provider Update

Pertains only to State Fund claims in Washington, Oregon and Idaho.

By Peri Smith

360-902-6811

In May 1998, both contracted and public sector vocational rehabilitation providers received Provider Bulletin number 98-03. This bulletin contained a cover sheet (VCLOS) that now must be submitted with all vocational closing reports sent to the State Fund. We appreciate your compliance with this requirement.

The Bulletin indicated that vocational referrals would now end on the date the vocational closing report is received by L&I. We need to clarify this statement. While the State Fund is capturing the information contained on the VCLOS report, for purposes of the performance based referral process, the end date will continue to be the date the vocational counselor closes the referral on VocLink. Additional computer system changes are required in order to incorporate the VCLOS date in the performance ratings. You will be notified when the change has been implemented and the VCLOS date becomes the referral end date.

Reminder: When submitting Early Intervention closing reports and Ability to Work Assessments with outcomes of Return-to-Work, vocational providers must report the worker's monthly return-to-work wage. Claim managers must have this information in order to close the vocational referral.